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ABSTRACT

A study conducted at the University of Maryland, College Park campus compared the effectiveness of three instructional media for presenting introductory training in the use of an online circulation system. Modules based on a common set of instructional objectives and examples were developed and delivered using three formats: a print packet, a videotape, and an interactive session at a computer terminal with print support. A total of 51 subjects from 2 library science classes and a set of student library workers were assigned to the treatment groups. The instructional sequence (script) presented an overview of the automated library system and explanations of the primary functions of the circulation system: searching for a book by author, title, or call number; placing a hold; and obtaining patron information. (Appendix A presents the text version of the script.) The interactive version (Appendix B) used the same explanations, but subjects worked through examples at a terminal connected to the circulation database. The video version consisted of a narration of the script with displays of actual terminal screens for examples. A 15-question achievement test plotted procedural, interpretive, and general points on one dimension, and system overview, search, hold, and patron functions on the other. A 13-item questionnaire was appended to the final test instrument to obtain demographic data and comments (Appendix C). Although no statistically significant differences were found on the achievement measure, subjects in the video treatment group performed slightly better than subjects in the text group, and both of these groups performed better than subjects in the interactive group. A discussion of the results and their implications and areas where additional research is needed conclude the report. (THC)

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LEARNING TO USE AN ONLINE CIRCULATION SYSTEM

Final Report
June 1, 1985

Sponsored by: Council on Library Resources
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Learning to Use an Online Circulation System
Final Report

Gary Marchionini and Danuta Nitecki

Abstract

Library automation systems present librarians with instructional problems related to both patrons and staff. The purpose of this project was to compare the effectiveness of three methods of instruction for new users of an online circulation system. The three methods were: print packet, videotape, and interactive session at a terminal with print support. All three treatments were found to be effective. No statistically significant differences were found on the achievement measure. Correlational analyses of individual characteristics (age, sex, previous computer experience, previous online circulation experience, and native language) yielded no well-defined relationships.

INTRODUCTION

Automated library systems present human as well as technical challenges to library management. Staff and patrons must be introduced to new procedures and equipment, convinced of the advantages of the new system, and led to feel comfortable with the changes. Success in accomplishing the former two goals is a necessary condition for reaching the latter goal. Managing change requires a comprehensive plan which begins with education for a variety of populations and instructional settings. Staff and patrons require different levels of proficiency, and especially in an academic library setting, materials must be available for individual and group use. Fundamental to any

comprehensive collection of instructional materials is a core module (unit) which introduces the system. This module should present a conceptual overview of the system, introduce basic skills and procedures for using the system, and since it serves as a first impression for all learners, must be interesting and non-threatening. Such a module can be used as a complete package for library patrons and as an introductory unit for library staff.

Background Selecting instructional media is a fundamental problem of education, and particularly difficult in technical areas in which the object of instruction (the computer) can itself be used as an instructional medium. Research summaries of media selection (Schramm, 1977, Clark, 1983) report no conclusive evidence for the effectiveness of various media. Clark even suggests that the medium makes no difference in learning. He suggests that learner beliefs and attitudes about media are the critical factors which determine the effectiveness of instruction. Salomon (1979), focuses on the symbol systems (ways of coding and presenting information) as the critical factors of learning. He links symbol systems to cognitive structures and learner characteristics, suggesting that specific content and individual characteristics can be ideally matched to an optimal symbol system, thus maximizing learning.

Some of the problems of media selection are due to the

complexities of interacting variables; learner characteristics, content areas, and instructional media which are themselves combinatorial. Video presentations involve both visual and auditory channels (senses) and computer interactions involve both visual and tactile channels. Communication theory (Heilprin, in press, Miller, 1956) suggests that leading learners to use multiple channels for information input can have an interference effect on message receipt--human information processors operate in linear fashion. Fleming and Levie (1978), recommend consideration of the interactions between/among multiple channels when designing instructional materials. They suggest that multiple channels can heighten or diminish information transfer depending on overall learner capacity and whether channels act in a parallel or intersecting manner.

In addition to the lack of consensus regarding media selection in general is the special case of computer interaction. Computer interactions require both input and output processes--active learning. Both practical and theoretical recommendations suggest that hands-on learning experience is superior to passive experience. The considerable attention and resource investments given to interactive learning, and the self-referential nature of interactive learning about using an interactive system clearly demand examination.

Purpose The purpose of this project was to compare the effectiveness of three instructional media for presenting

introductory training in use of an online circulation system. Three modules based upon a common set of instructional objectives and examples were developed and delivered using three formats: text, video, and interactive. A comparative experiment was conducted to evaluate the effectiveness of the three modules. The dependent variable (effectiveness) was measured on cognitive and affective dimensions. Results on an achievement test were used as the cognitive criterion measure and response to a question about willingness to use the system in the future (acceptance of the system) served as the affective criterion measure. Other variables studied were: previous computer experience, previous online circulation experience, gender, age, and native language. For the purpose of this study, video was considered a medium. Moreover, text-directed online interaction--where a printed version of the material leads the learner through examples online--was considered a medium which is termed interactive. Note that the interactive media considered here is different than a strictly online tutorial in that printed text and terminal interaction are combined.

METHOD

Setting The study was conducted at the University of Maryland College Park campus. The University of Maryland has five campuses which at the time of the study were in the third year of a seven year library automation project. A Geac integrated system was installed at the College Park campus in 1983. The

circulation subsystem was the first subsystem to come online at all campuses and was in full operation before the study began. The circulation database consists of about 450,000 records providing bibliographic and location data on titles in the libraries' collections as well as the status of circulating items (e.g. due date, in library, on reserve, etc.). This database contains information for collections at all five campuses. At College Park, the collections are housed in a main library and six branches and serve approximately 35,000 students and over 10,000 faculty and staff. Other subsystems (online catalog, acqusitions) are being phased in over the seven years 1983-90.

Instructional Modules An instructional sequence (script) was written which presented an overview of the automated library system, and explanations of the primary functions of the circulation system: searching for a book by author, title or call number; placing a hold; and obtaining patron information. Examples were selected to illustrate concepts and procedures, and sample screen displays were prepared. The script was evaluated for accuracy and clarity by public service staff in the campus libraries. The text version of the script appears in Appendix A. The interactive version (see Appendix B) used the same explanations, but subjects worked through the examples at a terminal connected to the circulation database. The video version consisted of a narration of the script with displays of actual terminal screens for the examples.

Criterion Measures An achievement test was developed based on a table of specifications having procedural (what to do), interpretive (what does a screen mean), and general (what is included in the database) points on one dimension and system overview, search, hold, and patron functions on the other dimension. The instrument contained 15 questions and was pilot tested with library staff before being used in the experiment. A 13 response questionnaire designed to ascertain demographic data and comments was appended to the final test instrument (see Appendix C). Subjects were instructed not to put their names or any identifying marks on the instrument.

Subjects Volunteers were solicited from library science classes, computer science classes, psychology classes, and student workers in the libraries. Since few volunteers were obtained, two library science classes and a set of student library workers were assigned to the treatment groups. A total of 51 subjects participated in the study. Table 1 summarizes characteristics of the entire sample.

The mean age of subjects was 28.9 with ages ranging from 18 to 49. Overall, the subjects used computers heavily (76% used computers at least weekly), were predominately female (68% female), and had little experience with the online circulation system being studied (16% used it at least weekly) although almost half (41%) had some previous online circulation experience.

Table 1

Subject Characteristics

Sex	
	14 male
	35 female
Computer use	
	15 daily
	24 weekly
	4 monthly
	3 four times per year
	2 once a year
	2 never
Online circulation use in this library	
	2 daily
	6 weekly
	6 monthly
	5 four times per year
	9 once a year
	23 never
Any online circulation system experience	
	20 yes
	29 no
English as a native language	
	46 yes
	4 no

Note: all sums are not 51 due to missing responses

Implementation Subjects assigned to the text treatment were given 20 minutes to read the instructional unit. No discussion or questions were permitted. The criterion instrument was administered immediately following the 20 minute period. Subjects in the interactive treatment signed up for 30 minute blocks of time. They were given the instructional unit in a room containing a terminal and not permitted to ask questions of the proctor. After 20 minutes they were given the test to complete. Subjects in the video treatment viewed the video tape (20 minutes) as a group. No discussion or questions were permitted. The test was administered immediately after the video tape was completed.

Hypotheses The central question for the research was which of the instructional strategies maximized learning effects. The mixed results of comparisons between traditional media gave little direction for forming a hypothesis. However, the involvement of learners in an active process led the researchers to hypothesize that the interactive module would be superior to the other two. With respect to the achievement criterion, a null hypothesis predicting the equality of means was stated. Analysis of variance with achievement score taken as the dependent variable and instructional module as the independent variable was used to test this null hypothesis. An alpha level of .05 was set for the analysis. No a priori hypotheses about learner characteristics were formed, and relationships were explored a posteriori through correlation analyses.

RESULTS

Achievement With respect to achievement, subjects in the video treatment group performed slightly better than subjects in the text group, and both these groups performed better than subjects in the interactive group. Table 2 presents descriptive data for the three groups.

Table 2

Means and Standard Deviations by Treatment Group

Group	N	Mean	Standard Deviation	Range
Interactive	16	11.9	2.6	6-15
Text	18	13.2	2.1	8-15
Video	17	13.6	1.7	9-15
Total	51	13.0	2.2	6-15

Note: based on possible score of 15

Note that regardless of the treatment group, the instruction was generally successful (the mean score for the entire group was 87%). A one-way analysis of variance was performed across treatment groups. The SPSS computer program was used to do all data analysis for the project. The ANOVA table is presented in Table 3.

Table 3

Analysis of Variance

Source	df	SS	MS	F	p
Between groups	2	25.99	13.00	2.81	.070
Within groups	48	221.93	4.62		
Total	50	247.96			

The ANOVA did not allow rejection of the null hypothesis of equal means across treatment groups. Thus, no inferences about causal effects of treatment group can be made. However, the differences between the means of the groups and particularly between the interactive (active) group and other two (passive) groups bears some remarks and are taken up in the discussion section of this report.

Acceptance of system Subjects' willingness to use the system in the future was also considered. Subject responses to the question, "Will you use the circulation terminals the next time you use the library?" were examined across treatment groups to determine whether a relationship existed between instructional module and learning satisfaction. A weak relationship was found between treatment group and willingness to use the system in the future (Spearman r=.22 p=.06). Although most subjects expressed a willingness to use the system in the future (38 of 48, 79%), only one of the 15 (7%) subjects in the interactive group reported that they would not use the system again, whereas 4 of 16 (25%) in the text group and 5 of 17 (29%) in the video group reported that they would not be use the system in the future. It is not surprising that those who actually used the system would be more willing to use it on their next visit to the library than those who learned about the system vicariously. It is interesting that with respect to treatment group, a weak inverse relationship existed between willingness to use the system and score. Those most willing to use the system in the future were least likely to score well on the achievement test. Perhaps actual successful experience with a system causes users to have confidence or "feel good" about the system regardless of how much they can actually do with it.

Individual characteristics Relationships between individual characteristics and achievement were also considered. Table 4 summarizes Spearman r values for these characteristics.

Table 4

Correlation coefficients for Characteristics by Achievement

Characteristic	r	p
Previous computer experience	-.208	.074
Previous online circulation experience (this library)	.161	.132
Previous online circulation experience (any library)	-.008	.479
Sex	.074	.307
Age	-.061	.341
Native language	-.386	.003

Note: age is Pearson r

That previous computer experience was a better predictor of performance than previous experience with an online circulation system is interesting. The content of the modules dealt with both generic circulation functions and computerized techniques for executing these functions. Perhaps the computer skill content was more challenging than the circulation function content for this population (most were library science students) and those that had computer experience were better prepared to master the computer-specific information.

Neither sex nor age was found to predict performance in this study. Although the number of subjects who did not report English as a native language was too small (4) to seriously analyze, it is reasonable, especially in academic settings, to provide instructional materials in various languages. Increased attention to the design of iconic systems offers great potential for minimizing such replications of materials.

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DISCUSSION AND RECOMMENDATIONS

Although the formal results of this experiment were uneventful, the basic questions remain, and issues for further study arose. From a theoretical perspective, the problem of single versus multiple reception channels remains unsolved. Whether humans are capable of true parallel processing is not known. The view of computers as strictly linear processing devices is giving way to parallel processing schemes, and these emerging systems may serve as models for human information processing as have earlier computers. Perhaps the careful synchronizing of message patterns in a multi-media instructional module will prove superior if enough is learned about how individual and multiple channels are used. Perhaps culture and experience are the determiners of success. Reading text or viewing a video tape may work well because people in today's culture are accustomed to learning via these media.

Related questions involve the effectiveness of active learning. Does learning by doing, which requires cognitive attention to concepts as well as concrete attention to a skill, produce coordinated, superior learning or confusion? Is the coordination/confusion dependent on individual characteristics or the instructional package? Would a strictly online tutorial where subjects read the text on the screen rather than on paper make a difference? The intuitive support for active learning is powerful, yet research results are mixed and much remains to be learned in this area.

Overall, this study demonstrated that an introduction to an online circulation system can be effective in a short period of time (20 minutes) and in a variety of formats. The study was somewhat limited by the problem of locating volunteers to randomly assign to treatment groups. As a result, the sample reflects a narrower population than intended, being composed of mostly library science students and library student workers. A broader study should be conducted which also considers attitudes more rigorously as dependent variables. In order to obtain a sufficient sample of subjects, volunteers should be paid a nominal fee to participate.

Another important variable to explore in future studies is retention. Since the criterion instrument was administered immediately following the instructional treatment, the present study really measured short term (working) memory rather than a broad level of achievement. Since there is evidence that working memory is primarily audio-based and long term memory is semantics-based (Card, Moran, & Newell, 1983), a retention measure could show different effects, especially with respect to the video treatment which had an audio component and produced the highest mean score.

Another factor which should be included in future studies is the possible crossover effects of previous online circulation experience. Comparisons of different systems could be made indirectly by comparing performance after training for a new system. Additional criterion measures could also be included, especially hands-on tasks related to the instruction.

From a practical point of view, library managers are faced with decisions about prviding effective and efficient training for the changes of automation. Interactive experiences require careful planning and dedicated terminals; video productions require scripting, studio work, and playback equipment. Compared to a straightforward text package, both are expensive. A basic question which must be answered is whether there are significant advantages worth the extra cost. If learners gain equally from various approaches, are the possible attitudinal/affective advantages of a particular approach worth the effort and cost?

In addition to costs, there also are service factors to consider such as the ease of incorporating different training modes into classroom bibliographic sessions and individual staff orientations. Cost-benefit analyses and analyses of access to the training materials should be carefully considered. These analyses should include both cognitive and affective measures, and consider the evolving nature of technology in general and instructional technology in particular.

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APPENDIX A

Text Version of Training Module

I. Introduction

1. What is Geac at the University of Maryland?

The Geac Library System at the University of Maryland links the libraries of the five campuses of the University--College Park, Baltimore County, Eastern Shore, Baltimore City, and University College. The system contains a shared database of bibliographic and patron-data files, so that a user at any campus library using Geac has access to the information of all University libraries.

There are many advantages of such a system. For example, the holdings of each library are accessible for reference at all locations, which should result in fewer trips from library to library or campus to campus in search of materials. This effectively increases the number of items available to users of the system. The Geac system facilitates inter-campus cooperation, and the intercampus delivery system makes sharing of resources relatively fast and simple. In most cases patrons who are eligible borrowers at one library location need not reapply at another campus, since their individual records as borrowers are available on the system at any location. Materials borrowed from one library may generally be renewed or returned at any other library using the Geac system, with no penalty to the user.

The University of Maryland Geac system has the potential to make the operations of the libraries more efficient and responsive to the needs of the user. Individual libraries in the system share resources of all the libraries while retaining the capacity for a number of independent options. This flexibility allows Geac to be utilized for the special needs of each library.

The central computer equipment of the university's Geac system is located in the McKeldin Library on the College Park campus. From this location the other UM Libraries are connected to the computer via telephone lines, which terminate in staff and public terminals at the other locations. Thus, the Douglass Library on the Eastern Shore campus, for example, has virtually the same instant access to the information and services of the system as libraries located much closer to the actual computer. The Geac system also has the capacity to allow users to gain access to certain files through terminals in their home or office, or through Computer Science Center terminals on the College Park campus. When this service, known as Community Access, is implemented, library information and services will be even more widely available than they are today. This information will include materials held by the Health Sciences Library on Baltimore campus, which is not on the Geac system, but whose holdings will be accessible and whose users will be able to access the bibliographic data on Geac, as part of a system-to-system interface that is planned.

2. What materials are in the bibliographic files on Geac?

At the present time, circulating materials make up the bulk of the more than one million items in the database, with the rest of the entries consisting of reference books, non-circulating serials, personal copies of items on course reserve, and other items. As a general rule, if an item does not circulate through the Geac system, there may not be a

bibliographic entry on the circulation subsystem. If a record does exist, it is not likely to be a complete record. Although not every circulating item appears on the system with complete bibliographic information at this time, records are being added and updated every day, so the information on the database is constantly improving.

3. What are the different parts of the Geac Library System?

Although this introduction will concentrate on the Circulation subsystem, the Geac Library System is composed of a number of subsystems or modules:

Acquisitions, which handles book orders and processing;

Marc Record Management System, where bibliographic records in machine-readable form are entered, edited, and maintained for UM Libraries use;

Circulation, which handles all circulation functions, including course reserves and billing for overdue items; and the

Online Catalog, which allows users to search for materials by author, title, or subject as they would in a card catalog, but much faster and with many additional advantages.

These systems interact with one another to create the Geac Integrated Library System, which includes most of the functions necessary for the daily operation of the University Libraries. It is important to be aware of the Integrated Library System concept. Although library users and most Public Services staff will use only the Circulation subsystem and the Online Catalog, the other subsystems are essential to the smoother and efficient operation of the libraries in ordering, receiving, cataloging, and processing and making materials available for use.

4. Using the Geac terminals.

Before beginning work on the Geac system, there are a few points concerning the operation of the terminals that are helpful to know. The University Libraries use several models of Geac terminals, but the basic operations of the keyboard are the same.

The "SEND" and "ENTER" key are two keys with which you must become familiar when using the Geac terminals. You may use either key, but one or the other must be pressed whenever you wish to convey a command to the computer from your terminal while in the Public Query functions. Unlike some computer terminals which use the "RETURN" key for this purpose, only "SEND" or "ENTER" will actuate your entries on Geac terminals. Unless noted otherwise, whenever this introduction refers to "sending" your entry, you should press the "SEND" or "ENTER" key.

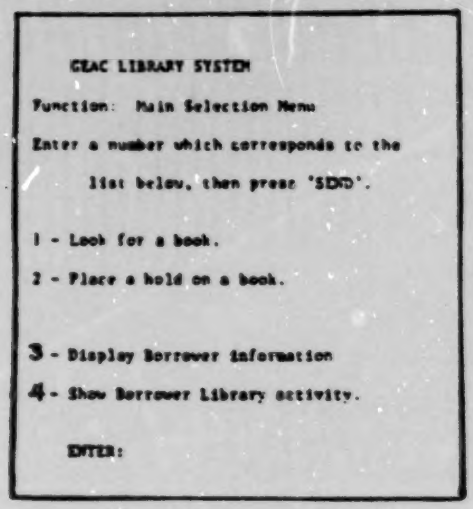
If you make a mistake when typing an entry, you may backspace and overwrite with the correct letter(s) or number(s). Pressing "X" and "SEND" in Public Query and "XXX" in the Staff functions will return the terminal screen to the original (starting) screen.

II. Bibliographic Searches in Public Query

There are two ways to access bibliographic information in the Circulation Subsystem: through Public Query or the staff function called Bibliographic Query. Up to a point the information that is available is the same, but the means of access are quite different.

Public Query functions are "menu driven." That is, you make a choice from a list of options shown on the terminal screen. It is important to read the screen displays carefully, so you will be able to choose the most efficient options for your specific needs.

When you begin work in Public query you will see the Main Menu screen display:


GEAC LIBRARY SYSTEM
Function: Main Selection Menu
Enter a number which corresponds to the
list below, then press 'SEND'.
1 - Look for a book.
2 - Place a hold on a book.
3 - Display Borrower information
4 - Show Borrower Library activity.
ENTER:

You have a choice of 4 options. Option 1 and 2 provide identical access to the bibliographic information files--it does not matter which you choose; option 3 allows the user to see elements of his or her patron record; option 4 is inactive at this time.

After selecting an option, type the corresponding number and press "SEND" or "ENTER": this transmits your choice to the system. If you accidentally enter something other than 1,2, or 3 the system will respond with an "Error" message and you should try again.

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If you are searching for a bibliographic record, in other words, for information about an item's availability in any library on the Geac system at the University, your choice from the Main Menu will be 1 or 2. After entering this number and sending it, the screen will change to the Search Type Menu:

```
GEAC LIBRARY SYSTEM

Function:  Look up a book

Enter the letter that corresponds to
      what you want, then press 'SEND'.

T - Look for a book using a TITLE.

A - Look for a book using an AUTHOR.

C - Look for a book using a CALL NUMBER.

X - Go back to Main selection menu.


   ENTER:
```

Once again there are 4 options. The first 3 are the various search options available in Public Query. Option "X" will return the screen display to the Main Menu. Although the screen display reads "Look for a book", there are many items on the bibliographic database that are not books: films, phonograph records, tapes, and the like. These may be searched in the same file, in the same way you would search for an actual book.

Although you may search by Title, Author or Call Number in Public Query, if you have already obtained the call number of the item you want--presumably from the card catalog--this method will be the most efficient one. A search by call number will usually direct you to he entry for the exact item you want, whereas an Author search or Title search may produce a number of entries that must be examined to find the item you want to see. If you are searching for a specific item, the recommended searches are Call Number, Title, and then Author, in that order. This should produce a record for the item you want, if it exists on the system.

If you select "C" for Call Number search, type it in and press "SEND", the following screen display will appear. A space is provided to type in the call number for which you are searching. Notice that you have the option to return to the Search Type Menu or Main Menu from this screen:

```
GEAC LIBRARY SYSTEM                    Function: Get a Call #

Enter Call #:                          Then press 'SEND'

Enter the Text for the Alphabetic search above, OR
Enter 'S' and press 'SEND' to go back to Search Type choice, OR
Enter 'X' and press 'SEND' to go back to Main menu.
```


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When the directions on the screen request that you "Enter the text for the Alphabetic search above," this means the call number of the item you want to search. When you type in a call number, omit the library prefix such as "MCK" or "ENGIN" that may appear on the catalog card, and drop suffixes such as "Folio." Dates appearing as suffixes should be included after a single space following the call number proper. Be sure to include the decimal point or points; you need NOT space between portions of the call number, except as noted above. Here are some examples of what might appear on a catalog card, and what you should type in the call number space on the screen above:

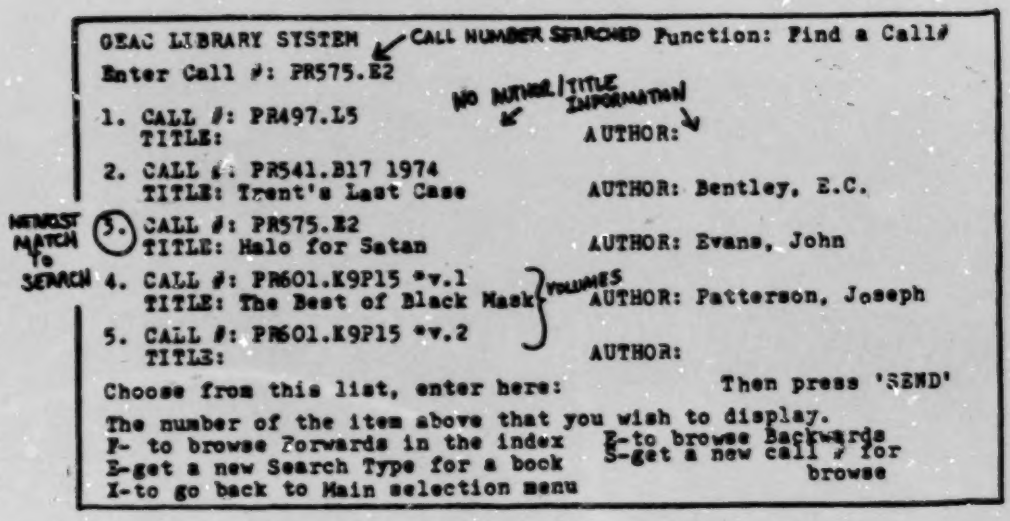
McK HD 927 .5 .M27	=	HD927.5.M27		UGLib Z 9001 .R4 1984	=	Z9001.R4 1984
F 2 .F7 folio	=	F2.F7				

Finally, if the item you are searching is one volume of a multi-volume set, be aware that there are a number of ways in which these records may appear on the system. The volumes will usually display in volume order, but in many cases you cannot specify a particular volume in your first search step. The best thing to do is enter a call number and the volume number as your call number; if the response is not the volume you want, use the Browse functions (explained below) to search through the bibliographic records for the right item.

Keeping these points in mind, a Call Number search is begun by entering the call number, checking it for accuracy, and then pressing "SEND" or "ENTER."

The system will always respond with a screen display showing 5 choices. The closest match (or the first match if there is more than one exact match) to the call number you entered will be item 3; items 1 and 2 are the two preceeding call number entries, and items 4 and 5 are the two succeeding call number entries. If you are searching by Title or Author, the items will be displayed in alphabetical order, and once again the closest match will be item 3.

Here is a sample screen display. The annotations point out some factors with which you should become familiar:


GEAC LIBRARY SYSTEM
CALL NUMBER SEARCHED
Function: Find a Call#
Enter Call #: PR575.E2
NO AUTHOR/TITLE INFORMATION
1. CALL #: PR497.L5
TITLE:
AUTHOR:
2. CALL #: PR541.B17 1974
TITLE: Trent's Last Case
AUTHOR: Bentley, E.C.
NEAREST MATCH TO SEARCH
3. CALL #: PR575.E2
TITLE: Halo for Satan
AUTHOR: Evans, John
4. CALL #: PR601.K9P15 *v.1
TITLE: The Best of Black Mask
VOLUMES
AUTHOR: Patterson, Joseph
5. CALL #: PR601.K9P15 *v.2
TITLE:
AUTHOR:
Choose from this list, enter here:
Then press 'SEND'
The number of the item above that you wish to display.
F- to browse Forwards in the index
B-to browse Backwards
E-get a new Search Type for a book
S-get a new call # for browse
I-to go back to Main selection menu

Notice that there is a new menu on the bottom third of the screen. This menu offers you a number of choices, but if any of the 5 entries displayed on the upper part of the screen is the entry for the item you wish to see, simply key in the item reference number: for example, if entry 3 is a match for your call number search, type "3" and "SEND." Be aware that occasionally two or more entries for the same book will appear on the screen due to the number of libraries contributing records to the database. There are also some cases where the same call number is assigned to different items. In these cases, and in the case of the volumes mentioned previously, you will want to look at two or more of the 5 records on the screen. Be sure to look carefully at the screen display before making a choice.

We will return to what happens when you choose an entry from the screen selection, but what if none of the 5 entries on the screen is the item you want to see? The menu at the bottom of the screen allows you to make a number of other choices:

F and B are the browse commands for moving Forward or backward through the bibliographic file in call number order (if that is your search type), 5 records at a time.

You may change or correct your original Call Number search by typing S and "SEND." The cursor will move back to the top of the screen, allowing you to enter a new Call Number Search.

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If you decide to try an Author Title Search, E and "SEND" will return the screen to the Search Type Menu; X and "SEND" will return the screen to the Main Menu.

If you cannot find a record for the item you want in the system, you should recheck your original source (the card catalog) or consult a library staff member for assistance. As a courtesy to others, please return the terminal screen to Main Menu (X and "SEND") when you leave.

Once you have found an entry for the item you want and have typed in the item reference number (from the left-hand column of the screen display), pressing "SEND" will call up the Catalog Entry Screen:

```
GEAC LIBRARY SYSTEM                          Function:Show Catalog Entry

CALL #: PR575.E2
AUTHOR: Evans, John
TITLE: Halo for Satan.

     Barcode     Location      Type      Status        Shelf Location
1. 012345678   MCK/M*STK    MONO*3   Due 05-21-85    PR575.E2
2. 123456789   HRNBK/H*STK  MONO*4    IN LIBRARY     PR575.E2
3. 978564321   UMBC/B*ROS   NMONO     IN LIBRARY     PZ3.E345H

Choose from this list, enter here:          Then press 'SEND'
M-see bibliographic details                 L-see Long Text for each
C-see what copies are in the library        H-place a hold on this book
F- to browse Forwards in the index          B- to browse Backwards
E- to get a new Search Type for a book      S- get a new call # for
X- to go back to the Main selection menu          browse
```

The Catalog Entry Screen will display up to 5 copies of the item on the first screen. If there are more than 5 copies, the message More Copies to Come will appear on the screen, and pressing "SEND" will display the next 5 copies, and so on, until the message No More Copies is shown. If, having seen all the copies of the item, you wish to return to the first screen of 5, the "C" command will re-display the original Catalog Entry Screen.

For a few item entries a message stating No Copies Exist will appear on the Catalog Entry Screen. This may be a problem with multiple entries in the bibliographic database. If this message appears, the best solution is to browse (F or B) to ascertain if the same call number shows up as another enter--this entry may have copies linked to it. In other cases, there are no other entries on the system, which means a bibliographic record has been created but no copies of the item have been listed as owned by any libraries contributing to the databases.

On the Catalog Entry Screen each copy of the item is identified by a reference (copy) number, barcode number, location code, material type, status and shelf location (call number). The most important fields are location code and status.

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The location code tells you which library owns a copy of the item. These codes should be explained on a list posted near the Geac terminals, or a library staff member can explain them to you. The status code tells you whether or not the copy of the item is available: most of the status codes are self-explanatory--IN LIBRARY, ON RESERVE, MISSING, HOLD SHELF, and so on. A date or time in the status code field means the copy is charged out to another user and is due back at the library when indicated.

There are nine selections on the menu at the bottom of the Catalog Entry Screen:

F, B, E, X, and S serve the same functions as on the previous menu;

C has been explained above;

L and M will display bibliographic information such as publisher and date of publication if it is available for the item; and

H allows the user, in some cases, to place a Hold on an item that is currently charged out to another user.

There are 4 conditions that must be met in order for a user to place a Hold on an item using the Geac Public Query terminals:

1. the copy is charged to another patron;
2. the copy must belong to the location where the hold is being placed;
3. there are no other copies of the item in the same location with a status of IN LIBRARY;
4. the user is an eligible borrower with the proper ID.

If any one of these criteria is not met, the system will not accept a Hold: the message No Holdable Copies will automatically be displayed if either conditions 2 or 3 above are not met, and the system will reject a Hold request placed by an ineligible borrower or if the user is placing a Hold on a book currently charged out to his or her own record. The user should consult a library staff member for more information about obtaining a copy of the item if the system will not accept a Hold request.

To place a Hold, type in H and press "SEND." The Catalog Entry screen will change slightly, with the following message replacing the Copy Level information in the center of the screen:

Use the lightpen to scan your badge;

OR enter 'T' to terminate Hold request,

then press 'SEND'

[The second part of the message is irrelevant at this point.] The lightpen attached to the terminal will scan the barcode on the back of your ID card, sending your identifying number to the system. It is helpful to lay your card flat and hold the lightpen like a pencil, perpendicular to the barcode label. You may scan in either direction, left-to-right or right-to-left, with a smooth, gliding stroke. It may take a little practice before the pen reads your barcode. When it does, the center of the screen display will change once more:

Location to get book: M*CIR Date Hold Expires:06-21-85 at 24:00

The location to get book code will be the service desk where you are placing hold. The date hold expires is normally 42 days from the date you place your hold, but it can be increased up to 56 days. Reducing or increasing this date will NOT speed up the process of obtaining the item. This date merely tells the system to cancel your hold after a certain period of time has elapsed. In most cases you should not alter the information that the system has entered in this field.

To complete the Hold process, press "SEND." Only when the message Hold Placed appears on the screen do you have a request in for this item.

If at this point you decide to cancel your Hold request type in T and "SEND." Otherwise, when a copy of the item you have requested becomes available in this location, the library will mail you an availability notice and you may come in to pick the item up. If the book you want is not due back within a reasonable period of time, the library staff will begin the process of recalling (changing the due date) a copy for your use.

After placing a Hold, you can continue searching by the same Search Type by typing in S and "SEND." However, if you wish to search by another method (in this case changing to Author or Title from Call Number , E and "SEND" will return the screen to the Search Type Menu.

Author and Title Searches are done in the same way as Call Number searches. And, like Call Number searches, there are a few points to remember:

Author Searches

Enter last name, first name, middle

example: Twain, Mark NOT Mark Twain

Realize when you enter an Author's name for a search you will be retrieving ALL entries on the system by that name, beginning with the first. This means you may have to do considerable browsing to find a specific item. Also remember that not all entries have Author/Title information at this time. Some records are entered by Call Number only.

Title Searches

Enter the Title exactly as it appears in the card catalog. The system is programmed to ignore initial articles such as "The", "A", and "An" but it may not recognize the same article in a foreign language, such as "El," or "Die." In the case of foreign language titles, therefore, it is best to enter the title beginning with the first significant word.

example Die Fledermaus enter Fledermaus

The Wind in the Willows enter Wind in the Willows
OR The Wind in the Willows

From this point on, Author and Title searches are the same as Call Number searches, with the same screen displays and menu selections. You are actually accessing the same records on the bibliographic database, merely getting to them using a different search type.

III. Borrower Information in Public Query

The final aspect of Public Query that will be considered is Borrower Information, choice 3 from the Main Menu.

Typing in 3 and pressing SEND or ENTER will prompt the system to ask the user to wand his or her barcode with the lightpen. For security reasons, each time you wish to check your personal library record, you must use your ID card rather than typing in your ID number or name. The system will not allow access to patron files in Public Query in any other way than a direct barcode scan.

Once the system has been read and recognized your barcode, a new menu will be displayed on the screen. Most of the choices are self-explanatory:

Name/Address information is available (changes may be made by filling out an Address Update form at a library service desk);

Books currently charged out may be displayed;

Library fines recently incurred (fines are transferred from the Geac system to the UMCP Bursar's Office files for UMCP students on a weekly basis, so older library fines will not be visible in Public Query for these users);

Overdue books only may be seen separately from the total list of books currently charged out;

Hold information on books you requested through Geac is available.

In the Public Query Patron function you may terminate any holds on books you no longer need or have obtained through other sources, so that you are not needlessly taking books away from another user. However, no other changes or alterations may be made to your record in Public Query.

Once you have completed viewing your record, press X and SEND to return the screen to the Main Menu, keeping your record confidential.

IV. Conclusions

This concludes the introduction to the Public Query functions of the Geac Library System at the University of Maryland. You may wish to use the terminal a few times merely to get used to it, since there are obviously aspects that could not be covered in such a limited space and time. Feel free to ask library staff members for assistance and explanations about the information on the screen and operation of the terminals.

There are a few simple questions attached to this introduction that will help test your understanding of the material covered in the introductory package, and to help us make any changes that might make this introduction more useful for library users.

APPENDIX B

Interactive Version of Training Module

Introduction to the Public Query Functions of the Geac Library System at the University of Maryland

Interactive Version

Introduction to the Interactive Version

This training package is designed to introduce you to the Public Query functions of the Geac Library System at the University of Maryland. As you go through this booklet, you will be instructed to perform certain functions on the Geac terminal. Read the instructions carefully--if you have any problems, stop and retrace your previous steps. If you get completely stuck, you may return to the starting point by typing in X and pressing the "SEND" key, but try not to do this except as a last resort.

You will be instructed when to begin using the terminal. The instructions for you to perform will be set off from the rest of the text

IN ALL CAPITAL LETTERS LIKE THIS.

But first there is some general information about the Geac system at the University of Maryland that you should know. At the end of this training booklet there will be a short quiz to see how well you have absorbed the information, with space for suggestions as to how we can make this training more effective for library users.

Geac Circulation Subsystem Training: Public Query

I. Introduction

1. What is Geac at the University of Maryland?

The Geac Library System at the University of Maryland links the libraries of the five campuses of the University--College Park, Baltimore County, Eastern Shore, Baltimore City, and University College. The system contains a shared database of bibliographic and patron-data files, so that a user at any campus library using Geac has access to the information of all University libraries.

There are many advantages of such a system. For example, the holdings of each campus to campus in search of materials. This effectively increases the number of items available to users of the system. The Geac system facilitates inter-campus cooperation, and the intercampus delivery system makes sharing of resources relatively fast and simple. In most cases patrons who are eligible borrowers at one library location need not reapply at another campus, since their individual records as borrowers are available on the system at any location. Materials borrowed from one library may generally be renewed or returned at any other library using the Geac system, with no penalty to the user.

The University of Maryland Geac system has the potential to make the operations of the libraries more efficient and responsive to the needs of the user. Individual libraries in the system share resources of all the libraries while retaining the capacity for a number of independent options. This flexibility allows Geac to be utilized for the special needs of each library.

The central computer equipment of the university's Geac system is located in the McKeldin Library on the College Park campus. From this location the other UM Libraries are connected to the computer via telephone lines, which terminate in staff and public terminals at the other locations. Thus, the Douglass Library on the Eastern Shore campus, for example, has virtually the same instant access to the information and services of the system as libraries located much closer to the actual computer. The Geac system also has the capacity to allow users to gain access to certain files through terminals in their home or office, or through Computer Science Center terminals on the College Park campus. When this service, known as Community Access, is implemented, library information and services will be even more widely available than they are today. This information will include materials held by the Health Sciences Library on Baltimore campus, which is not on the Geac system, but whose holdings will be accessible and whose users will be able to access the bibliographic data on Geac, as part of a system-to-system interface that is planned.

2. What materials are in the bibliographic files on Geac?

At the present time, circulating materials make up the bulk of the more than one million items in the database, with the rest of the entries consisting of reference books, non-circulating serials, personal copies of items on course reserve, and other items. As a general rule, if an item does not circulate through the Geac system, there may not be a

bibliographic entry on the circulation subsystem. If a record does exist, it is not likely to be a complete record. Although not every circulating item appears on the system with complete bibliographic information at this time, records are being added and updated every day, so the information on the database is constantly improving.

3. What are the different parts of the Geac Library System?

Although this introduction will concentrate on the Circulation subsystem, the Geac Library System is composed of a number of subsystems or modules:

Acquisitions, which handles book orders and processing;

Marc Record Management System, where bibliographic records in machine-readable form are entered, edited, and maintained for UM Libraries use;

Circulation, which handles all circulation functions, including course reserves and billing for overdue items; and the

Online Catalog, which allows users to search for materials by author, title, or subject as they would in a card catalog, but much faster and with many additional advantages.

These systems interact with one another to create the Geac Integrated Library System, which includes most of the functions necessary for the daily operation of the University Libraries. It is important to be aware of the Integrated Library System concept. Although library users and most Public Services staff will use only the Circulation subsystem and the Online Catalog, the other subsystems are essential to the smoother and efficient operation of the libraries in ordering, receiving, cataloging, and processing and making materials available for use.

4. Using the Geac terminals.

Before beginning work on the Geac system, there are a few points concerning the operation of the terminals that are helpful to know. The University Libraries use several models of Geac terminals, but the basic operations of the keyboard are the same.

The "SEND" and "ENTER" key are two keys with which you must become familiar when using the Geac terminals. You may use either key, but one or the other must be pressed whenever you wish to convey a command to the computer from your terminal while in the Public Query functions. Unlike some computer terminals which use the "RETURN" key for this purpose, only "SEND" or "ENTER" will actuate your entries on Geac terminals. Unless noted otherwise, whenever this introduction refers to "sending" your entry, you should press the "SEND" or "ENTER" key.

Look at the terminal keyboard and make sure you have located the SEND and ENTER keys. The SEND key is on the small keypad at the left-hand side of the keyboard, and the ENTER key is on the numeric keypad on the right side of the keyboard.

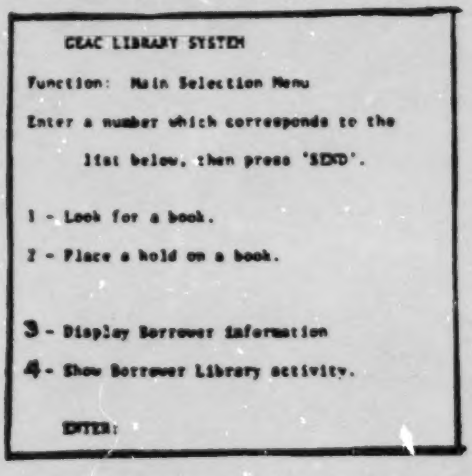
If you make a mistake when typing in an entry, before pressing the SEND key you may backspace and overwrite with the correct letter(s) or number(s). As mentioned before, typing in X and pressing SEND wwill return the terminal screen to the starting point.

II. Bibliographic Searches in Public Query

There are two ways to access bibliographic information in the Circulation Subsystem: through Public Query or the staff function called Bibliographic Query. Up to a point the information that is available is the same, but the means of access are quite different.

Public Query functions are "menu driven." That is, you make a choice from a list of options shown on the terminal screen. It is important to read the screen displays carefully, so you will be able to choose the most efficient options for your specific needs.

Look at the terminal screen. The Main Menu screen should be displayed when you begin your work on the terminal. A copy of this screen is displayed below.


CEAC LIBRARY SYSTEM
Function: Main Selection Menu
Enter a number which corresponds to the
list below, then press 'SEND'.
1 - Look for a book.
2 - Place a hold on a book.
3 - Display Borrower information
4 - Show Borrower Library activity.
ENTER:

Notice that you are given instructions on the screen--if you read each screen carefully, you should have few problems obtaining the information you seek.

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There are 4 options on the Main Menu: 1 and 2 provide identical access to the bibliographic information files. You may enter either number. Option 3 allows you to see elements of your personal patron record; option 4 is inactive at this time.

TYPE IN 5 and PRESS SEND key

Notice that the system responds with an "ERROR" message, and the cursor returns to its original spot on the screen. You entered a choice that was not on the menu. However, if the cursor returns to the proper spot--to the right of the phrase "ENTER _____:" -- you may make another, proper entry.

When you are searching for a bibliographic record--in other words, for information about an item's availability in any library on the Geac system at the University of Maryland--your choice of options from the Main Menu will be 1 or 2.

TYPE IN 1 or 2 and PRESS SEND key

The screen should change to the Search Type Menu [Function: Look up a book]. Now the system is alerted to what you want to do. Once again there are 4 choices. The first 3 are the various search options available. Choice "X" will return the screen to the Main Menu.

Although the screen display reads "Look for a book," there are many items on the bibliographic file that are not books: films, phonograph records, tapes, and so on. These may be searched in the same file, in the same way you search for a book.

Although you may search by Title, Author, or Call Number in Public Query, if you have already obtained the call number of the item you want--presumably from the card catalog--this method will be the most efficient. A search by call number will usually direct you to the entry for the exact item you want, whereas an Author or Title search may produce a number of entries that must be examined to find the item you want to see. If you are searching for a specific item, the recommended searches are Call Number, Title, and then Author, in that order. This should produce a record for the item you want, if it exists on the system.

TYPE IN C and PRESS SEND key

Since this is the choice for a Call Number search, the new screen displayed is Function: Get a Call #. You have the choice of entering a call number

for a search, or returning to the Search Type Menu, or returning to the Main Menu.

When the directions on the screen request that you "Enter the text for the Alphabetic Search above," this means the call number of the item you want to search. When you type in a call number, omit the library prefix such as "MCK" or "ENGIN" that may appear on the catalog card, and drop suffixes such as "Folio." Dates appearing as suffixes should be included after a single space following the call number proper. Be sure to include the decimal point or points; you need NOT space between portions of the call number, except as noted above. Here are some examples of what might appear on a catalog card, and what you should type in the call number space in the Get a Call # screen:

Mck HD 927 .5 . M27	=	HD927.5.M27		UGLib Z 9001 .R4 1984	= Z9001.R4 1984

F 2 .F7 folio	=	F2.F7

Finally, if the item you are searching is one volume of a multi-volume set, be aware that there are a number of ways in which these records may appear on the system. The volumes will usually display in volume order, but in many cases you cannot specify a particular volume in your first search step. The best thing to do is enter a call number and the volume number as your call number; if the response is not the volume you want, use the Browse functions (explained below) to search through the bibliographic records for the correct item.

Keeping these points in mind, try a call number search:

TYPE IN PS3505.H3224Z96 1985

CHECK THE SCREEN FOR ACCURACY (no typos?)

PRESS SEND key

The system will always respond with a screen display showing 5 choices. The closest match (or the first match if there is more than one exact match) to the call number you entered will be item 3; items 1 and 2 are the two preceeding call number entries, and items 4 and 5 are the two succeeding call number entries. If you are searching by Title or Author, the items will be displayed in alphabetical order, and once again the closest match will be item number 3.

Notice that the call number you typed in appears highlighted at the top of the screen following the words "Enter Call #:". Since there is an exact match for the search you just typed in, not only is the match item number three on the screen, but it is also highlighted. If you look at item number 5 you will see that there is no Author or Title listed for this book--these entries will be completed in the future, but if you had done an Author or Title search for this particular item, you would not have gotten a match: only a Call Number search would be effective in this case.

There is a new menu on the bottom third of the screen. This menu offers you a number of choices, but if any of the 5 item entries displayed on the upper part of the screen is the entry for the item you wish to see, simply type in the item reference number. For example, if entry number 3 is a match for your search, you would type 3 and press SEND (don't do this yet, however). Be aware that occasionally two or more entries for the same book will appear on the screen due to the number of libraries contributing records to the database. There are also some cases where the same call number is assigned to totally different items. In these cases, and in the case of the volumes mentioned previously, you will want to look at two or more of the 5 records on the screen. Be sure to look carefully at the screen display before making a choice.

We will return to what happens when you choose a entry from the screen selection, but what if none of the 5 item entries on the screen is the item you want to see? The menu at the bottom of the screen allows you to make a number of other choices:

F and B are the browse commands for moving Forward or Backward through the bibliographic files in call number order (if that is your search type), 5 records at a time.

You may change or correct your original Call Number search by typing S and pressing SEND. The cursor will move back to the top of the screen, allowing you to retype your new Call Number search.

If you decide to try an Author or Title search, E and SEND will return the screen to the Search Type menu; X and SEND will return the screen to the Main Menu.

If you cannot find a record for the item you want in the system, you should recheck your original source (the card catalog) or consult a library staff member for assistance. As a courtesy to others, please return the terminal screen to the Main Menu (X and SEND) when you leave.

However, since item entry number 3 on the screen is a match for the Call Number search you have just done, this is the record you want more information on.

TYPE IN 3 and PRESS SEND key

The new screen is the Catalog Entry screen [Function: Show Catalog Entry]. There is only one copy of the book you have searched this time, but the Catalog Entry screen will display up to 5 copies of the item on the first screen, if there are that many. If there are more than 5 copies, the message More Copies to Come will appear on the screen, and pressing SEND will display the next 5 copies, and so on, until the message No More Copies is shown. If, having seen all the copies of the item, you wish to return to the first screen of 5, the C command from the menu will re-display the original Catalog Entry screen.

For a few item entries a message stating No Copies Exist will appear on the Catalog Entry screen. This may be a problem with multiple entries on the bibliographic database. If this message appears, the best solution is to browse (F or B) to ascertain if the same call number shows up as another entry-- this entry may have copies linked to it. In other cases, there are no other entries on the system, which means a bibliographic record has been created but no copies of the item have been listed as owned by any libraries contributing to the database.

On the Catalog Entry screen each copy of the item is identified by a reference (copy) number, barcode number, location code, material type, status, and shelf location (call number). The most important fields are location code and status.

The location code tells you which library owns a copy of the item. These codes should be explained on a list posted near the Geac terminals, or a library staff member can explain them to you. The status code tells you whether or not the copy of the item in available: most of the status codes are self-explanatory: IN LIBRARY, ON RESERVE, MISSING, HOLD SHELF, and so on. A date or time in the status code field means the copy is charged out to another user and is due back at the library when indicated.

There are nine selections on the new menu at the bottom of the Catalog Entry screen:

F, B, E, X, and S serve the same functions as on the previous menu;

C has been explained above;

L and M will display bibliographic information such as publisher and date of publication if it is available for this item; and

H allows the user, in some cases, to place a Hold on an item that is currently charged out to another user.

Since the book which record you are looking at has been charged to a patron, you may wish to place a Hold on it: in other words, request that the library get the book back for you.

There are 4 conditions that must be met in order for a user to place a Hold on an item using the Geac Public Query terminals:

1. the copy is charged to another patron;
2. the copy must belong to the location where the hold is being placed;
3. there are no other copies of the item in the same location with a status of IN LIBRARY;
4. the user is an eligible borrower with the proper ID.

If any one of these criteria is not met, the system will not accept a Hold; the message No Holdable Copies will automatically be displayed if either conditions 2 or 3 above are not met, and the system will reject a Hold request placed by an ineligible borrower or if the user is placing a Hold on a book currently charged out to his or her own record. The user should consult a library staff member for more information about obtaining a copy of the item if the system will not accept a Hold request.

TYPE IN H and PRESS SEND key

The Catalog Entry screen changes slightly. The copy level information has been replaced with an instruction:

Use the lightpen to scan your badge; OR enter 'T' to terminate Hold request then press Send.

[the second part of the message is irrelevant at this point]

The lightpen attached to the terminal will scan the barcode on the back of your ID card, sending your identifying number to the system. It is helpful to lay your card flat and hold the lightpen like a pencil, perpendicular (straight up-and-down) to the barcode label. You may scan in either direction, left-to-right or right-to-left, with a smooth, gliding stroke. It may take a little practice before the pen reads your barcode.

USING THE YELLOW ID BADGE GIVEN YOU WITH THIS BOOKLET,
SCAN THE BARCODE ON THE BADGE WITH THE LIGHTPEN

[if you cannot get the lightpen to read the badge after several tries, don't worry. This comes with practice. But rather than waste time trying repeatedly, type in T and press the SEND key instead. Follow along in the text as before, but you will not need to perform the next instruction.]

When the lightpen reads your badge, the center of the screen display will change once more:

Location to get book: M*CIR Date Hold Expires: 05-31-85 at 24:00

The location to get book code will be the service desk where you are placing your hold. The date hold expires is normally 42 days from the date you place your hold, but it can be increased up to 56 days. Reducing or increasing this date will NOT speed up the process of obtaining the item. This date merely tells the system to cancel your hold after a certain period of time has elapsed. In most cases you should not alter the information that the system has entered in this field.

If the pen read your badge and you got the Location to get book message, perform the following :

pRESS SEND key

Only when the message HOLD PLACED appears on the screen do you have a request in for this item.

If at this point you decide to cancel your Hold request, type in T and press the Send key. Otherwise, when a copy of the item you have requested becomes available in this location, the library will mail you an availability notice and you may come in to pick the item up. If the book you want is not due back within a reasonable period of time, the library staff will begin the process of recalling (changing the due date) a copy of the book for your use.

After placing a Hold, you can continue searching by the same Search Type by typing in S and pressing the SEND key. However, if you wish to search by another method, E and SEND will return the screen to the Search Type menu.

TYPE IN E and PRESS SEND key

Author and Title searches are done in the same way as Call Number searches, and, like Call Number searches, there are a few points to remember for better search results:

AUTHOR SEARCHES

Enter last name, first name, middle name or initial

example: Twain, Mark NOT Mark Twain

Realize when you enter an Author's name for a search you will be retrieving ALL entries on the system by that name, beginning with the first. This means you may have to do considerable browsing to find a specific book by this author. Also remember what you saw previously: not all entries have Author/Title information at this time. Some records are entered by Call Number only.

TITLE SEARCHES

Enter the title exactly as it appears in the card catalog. The system is programmed to ignore initial articles such as "The", "A," and "An" but it may not recognize the same article in a foreign language, such as "El" or "Die." In the case of foreign language titles, therefore, it is best to enter the title beginning with the first significant word.

example Die Fledermaus enter Fledermaus

The Wind in the Willows enter Wind in the Willows OR
The Wind in the Willows

From this point on, Author and Title searches are the same as Call Number searches, with the same screen displays and menu selections. You are actually accessing the same records on the bibliographic database, merely getting to them using a different search type.

TYPE IN T and PRESS SEND key

TYPE IN Hollywood Dynasties
CHECK YOUR SPELLING
PRESS SEND key

TYPE IN 3 and PRESS SEND key

Now you have done a simple Title search. This item has a status of IN LIBRARY, meaning it is not currently charged out.

TYPE IN X and PRESS SEND key

This returns you to the Main Menu selection.

III. Borrower Information in Public Query

The final aspect of Public Query that will be considered is Borrower Information, choice 3 from the Main Menu screen.

TYPE IN 3 and PRESS SEND key

The system is now prompted to ask the user for his or her barcode to be wanded by the lightpen. For security reasons, each time you wish to check your personal library record, you must use your ID card rather than typing in your ID number of name. The system will not allow access to patron files in Public Query in any other way than a direct barcode scan.

Once the system has read and recognized your barcode, a new menu will be displayed on the screen. Most of the choices are self-explanatory:

USE THE LIGHTPEN TO SCAN THE BARCODE ON THE YELLOW ID CARD

Name/Address information is available (changes may be made by filling out an Address Update form at a library service desk);

Books currently charged out may be displayed;

Library fines recently incurred (fines are transferred from the Geac system to the UMCP Bursar's Office files from UMCP students on a weekly basis, so older library fines will not be visible in Public Query for these users);

Overdue books only may be seen separately from the total list of books currently charged out;

Hold information on books you requested through Geac is available.

TYPE IN F and PRESS SEND key

This gives you an idea of the kind of personal information the system maintains on borrowers. If this was your record and you had changed your address recently without notifying the library, you would want to tell a library staff member so that your library notices would be mailed to the correct address.

In the Public Query function the only procedure you may perform on-line to your own record is to terminate any Holds you have placed on books, in the event you obtained them somewhere else or no longer need them. This way, you are not taking them away from a patron who still needs them. No other changes or alterations may be made to your record in Public Query.

Once you have completed viewing your record, X and Send will return the screen to the Main Menu, keeping your record confidential.

TYPE IN X AND PRESS SEND key

IV. Conclusions

This concludes the introduction to the Public Query functions of the Geac Library System at the University of Maryland. You may wish to use the terminal a few times merely to get used to it, since there are obviously aspects that could not be covered in such a limited space and time. Feel free to ask library staff members for assistance and explanations about the information on the screen and operation of the terminals.

There are a few simple questions following, in order to test your understanding of the materials covered in this introductory package, and to help us make any changes that would make this training more useful for library users.

Thank you.

APPENDIX C

Subject Questionnaire

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Geac Public Query Training Questions

Your responses to the following questions are very important for the library to evaluate different training techniques used to introduce the Geac circulation system. All replies will be anonymous. For each of the following questions, check the one appropriate answer unless otherwise indicated.

1. Assume you are in Hornbake Library, using the Geac circulation public terminal. You will be able to see information about the materials in which library (or libraries)? (choose one)

   ____ a. only Hornbake Library
   ____ b. only College Park campus libraries
   ____ c. any University of Maryland library (any campus)
   ____ d. any library (public, college, etc.) in Maryland

2. Using the Geac Circulation subsystem, you will be able to find which of the following information about a particular book? (choose one)

   ____ a. price of the book and its call numbers
   ____ b. library location and circulation status
   ____ c. subject of the book and library location
   ____ d. circulation status, call number, and price

3. If you charge out a book through the Geac system, how soon will the circulation record show the new due date of that copy? (choose one)

   ____ a. immediately
   ____ b. 5 minutes later
   ____ c. 8 hours later
   ____ d. the next day

4. If the following screen is displayed on the terminal, what do you need to enter first to get the following information? (complete in space provided)

   Which books you currently have charged out? ENTER: _____;
   The circulation status of a book not on the shelf? ENTER: _____;
   Where other copies of a book may be found? ENTER: _____;

```
GEAC LIBRARY SYSTEM

     Enter a number which corresponds to the list below, then press
                                                          'SEND'.

     1-Look for a book.
     2-Place a hold on a book.
     3- Display Borrower information.
     4-Show Borrower activity.

     Enter:
```

5. If you found the following call number in the card catalog, which of these choices is the best one to enter in the screen below to find the circulation record for this book? (choose one)

   UGLib
   HD
   9001
   .R4
   1984
   folio

   ____ a. UGLib HD9001.R4 1984 folio
   ____ b. HD9001R41984folio
   ____ c. UGLib HD9001.R4 1984
   ____ d. HD9001.R4 1984

```
GEAC LIBRARY SYSTEM                    Function:Get a Call#

Enter Call #:                                Then press 'SEND'.

Enter the text for the alphabetic search above, OR
Enter 'E' and press 'SEND' to go back to Search Type choice, OR
Enter 'I' and press 'SEND' to go back to Main menu.
```

6. If you had the following citation, which of the following choices is the best entry to type on the screen below to get the circulation information for this book?

James Ross, They Don't Dance Much, Carbondale: Southern Illinois University Press, 1975.

(choose one)

____ a. ROSS J
____ b. JAMES ROSS
____ c. ROSS, JAMES
____ d. ROSSJAMES

```
GEAC LIBRARY SYSTEM                    Function:Get an Author

Enter Author:                          Then press 'SEND'.

Enter the text for the Alphabetic search above, OR
Enter 'S' and press 'SEND' to go back to Search Type choice, OR
Enter'X' and press 'SEND' to go back to Main menu.
```

7. If you want to see the circulation status of They Don't Dance Much, which of the following choices from the screen below should you enter? (choose one)

____ a. 3
____ b. PZ3.R7355T
____ c. E
____ d. S

```
GEAC LIBRARY SYSTEM                          Function: Find a Call#
Enter Call #: PZ3.R7355T

1. CALL #: PZ3.R7255AL
   TITLE:                                AUTHOR:

2. CALL #: PZ3.R734Pu
   TITLE: PUBLIC SCHOOL DAZE             AUTHOR: ROSEBORO, JOHN

3. CALL #: PZ3.R7355T
   TITLE: They Don't Dance Much          AUTHOR: Ross, James, 1911-

4. CALL #: PZ3.R7359Iam
   TITLE:                                AUTHOR:

5. CALL #: PZ3.R988Le
   TITLE: The Left Hand is the           AUTHOR: Ross, Nancy Wilson
          Dreamer

Choose from this list, enter here:          Then press 'SEND'
The number of the item above that you wish to display.
F- to browse Forwards in the index    B- to browse backwards
E- get a new Search Type for a book   S- get a new call # for
X- to go back to Main selection menu          browse
```

8. Which copy of the item displayed on the screen below is available? (choose one)

____ a. 1 only
____ b. 2 only
____ c. 3 only
____ d. both 2 & 3

```
GEAC LIBRARY SYSTEM                          Function: Show Catalog Entry

CALL #: PZ3.R7355T
AUTHOR: Ross, James, 1911-
TITLE:  They Don't Dance Much

     Barcode     Location      Type      Status          Shelf Location
1. 0123456678  MCK/M*STK     MONO*3  Due 05-12-85    PZ3.R7355T
2. 1199888776  HRNBK/H*STK   MONO*4  IN LIBRARY      PZ3.R7355T
3. 2132132321  CHEM/C*STK    MONO*3 Overdue 01-23-85 PZ3.R7355T
```

9. In the same example, displayed on the above screen, which location's copy is in use? (choose one)

____ a. MCK/M*STK
____ b. HRNBK/H*STK
____ c. CHEM/C*STK
____ d. MCK/M*STK and CHEM/C*STK

10. Under which conditions could you place a hold on a book using Geac? (choose one)

____ a. book is not on the system
____ b. all copies at your location are charged out
____ c. book is on course reserve
____ d. all copies are missing

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SCREEN DISPLAY:

OPERATOR'S ACTION:

```
GEAC LIBRARY SYSTEM                    Function: Show Catalog Entry

Call #: PR575.E2
Author: Evans, John
Title: Hale for Satan.

Cpy     Barcode     Location    Type       Status      Call No.
 1      00354567    M*STK       MONO*3     05-21-85    PR575.E2
 2      12345678    M*STK       MONO*4     IN LIBRARY  PR575.E2
 3      97856542    B*ROS       BMONO      IN LIBRARY  PR575.E2

Choose from this list, enter here:
M-see bibliographic details              L-see Long Text for each
C-see what copies are in the library     H-place a hold on this book
F-to browse Forwards in the index        B-to browse backwards
S-to get a new Search Type for a book    S-get a new call # for brows
X-to go back to the Main selection menu
```

ENTER "H" "SEND"

```
GEAC LIBRARY SYSTEM                    Function: Show Catalog Entry

Call #: PR575.E2
Author: Evans, John
Title: Hale for Satan.

     Use the lightpen to scan your badge:
          OR enter 'T' to terminate Hold request,
                then press 'SEND'

Choose from this list, enter here:
M-see bibliographic details              L-see Long Text for each
C-see what copies are in the library     H-place a hold on this book
F-to browse Forwards in the index        B-to browse backwards
S-to get a new Search Type for a book    S-get a new call # for browse
X-to go back to the Main selection menu
```

SCAN BADGE

```
GEAC LIBRARY SYSTEM                    Function: Show Catalog Entry

Call #: PR575.E2
Author: Evans, John
Title: Hale for Satan.

  Location to get book: M*CIR  Date Hold expires: 06-21-85 at
                                                  24:00

Choose from this list, enter here:
M-see bibliographic details              L-see Long Text for each
C-see what copies are in the library     H-place a hold on this book
F-to browse Forwards in the index        B-to browse backwards
S-to get a new Search Type for a book    S-get a new call # for browse
X-to go back to the Main selection menu
```

11. The above three screens reflect the correct sequence which occurs in placing a Hold. What needs to be done to complete this sequence? (choose one)

____ a. nothing
____ b. scan your badge again
____ c. press 'SEND' key
____ d. press 'H' key

12. What is the <u>best</u> thing to do once the system acknowledges that you have successfully placed a hold on a book? (choose one)

____ a. repeat the "Place a hold" procedure every day
____ b. return to the library on the book's original due date
____ c. call the library once a week
____ d. wait until the library notifies you the book is available.

13. What information about your own library activity can you NOT see in the Geac public query patron file? (choose one)

____ a. All books you ever charged out of the library, even those you have returned.
____ b. Books currently charged to you.
____ c. Active holds you have placed on books.
____ d. Your name and address.

14. How often do you use some type(s) of computer(s)? (choose one)

____ a. daily ____ c. monthly ____ e. about once a year
____ b. weekly ____ d. about 4 times a year ____ f. never

15. How often do you use this library's online circulation system public terminals?(choose on

____ a. daily ____ c. monthly ____ e. about once a year
____ b. weekly ____ d. about 4 times a year ____ f. never

16. Have you ever used any other online circulation terminal?

____ yes ____ no

17. What is your present affiliation with this univeristy? (choose one)

____ a. freshman/sophomore ____ e. faculty
____ b. junior/senior ____ f. staff
____ c. graduate/Masters level ____ g. other
____ d. graduate/doctoral level

18. You are: ____ a. Male ____ b. Female

19. Your major or area of study is: _____.

20. Your age is: _____.

21. Is English your native language? ____ yes ____ no

22. Was there anything confusing about this instruction? ____ yes ____ no
If so, please specify:

23. What was the best thing about the instruction?

The worst thing?

24. Will you use the circulation terminals the next time you use the library?

____ yes ____ no

25. Do you need more instruction?

____ yes ____ no

26. Do you have other questions, comments, or suggestions about providing instruction in the use of the circulation system public terminals?

Thank you very much for your assistance in completing these questions.